

Title: Printers/MICR Cartridges

Purpose

To ensure printers are used appropriately by local agencies.

Authority

State Policy

Policy

The State WIC Office "IT help desk" will handle printer issues and/or questions from local agencies. Local agencies are not to print WIC benefits and ordinary documents on the same physical printer where possible. MICR printer cartridges will be supplied by the State WIC Office. Local agency staff will ensure these cartridges are used only when printing benefits for WIC participants, except as previously noted for laptop clinics.

I. Number of Printers Supplied

- A. The State WIC Office will provide two printers for network and standalone sites. One printer will be the benefit printer, and the other printer will be a backup for the benefit printer.

II. Usage

- A. The backup printer may be used for document printing but it must remain available to replace the benefit printer in the event the benefit printer fails.
- B. The benefit printer must only be used to print benefits, except for clinics run from a laptop where the benefit printer may be used for beginning of day and end of day reports.
- C. The backup printer may be networked. The State WIC Office will configure and install the printer on the network; however, the State Office will bill network port charges for the printer back to the local agency.
- D. The local agency is responsible for proper usage of printers (i.e., using proper paper, using proper toner cartridges, routine maintenance). If negligence in printer operation is found, the cost of repair or a new printer will be charged to the local agency.

III. Security

- A. Benefit stock (and MICR cartridges) actively being used for printing will be stored in a locked location whenever the benefit printer is not attended. The preferred method is to have the printer installed in a lockable location. The location will be locked whenever the printer is unattended. It is acceptable to move the printer to a locked location when not attended. It is also acceptable to remove the benefit stock and cartridge from the printer and put them in a locked location when the printer is unattended.

IV. Repair

- A. The State WIC Office will exchange broken printers. Call the “IT help desk”.

V. Use and Re-order of MICR and Standard Ink Cartridges

- A. The State WIC Office will supply two MICR cartridges for each network and standalone site. Two cartridges will be provided for laptop computer sites. MICR cartridges will only be installed in the benefit printer and will only be used to print benefits. No other documents are to be printed on the benefit printer except as specified for laptop computer sites.
- B. The spare printer may be used to print other documents, but it must have a standard toner cartridge installed in it. The local agency is responsible for purchase of standard cartridges for document printing.
- C. Local clinics will call the State WIC Office to request a MICR cartridge replacement.

VI. Auditing

- A. Printers are exchanged when issues arise.

VII. Printer Ceases to Function Properly

- A. The local agency clinic staff will call the WIC “IT help desk” and inform them of the problem.
- B. The “IT help desk” staff will do some basic trouble shooting and if the problem cannot be resolved, instruct the clinic staff to replace the benefit printer with the backup printer.
- C. The “IT help desk” staff will ship a replacement printer to the clinic.
- D. The local agency clinic staff will install the replacement printer and return the broken printer in the same shipping container that the replacement printer was shipped in.